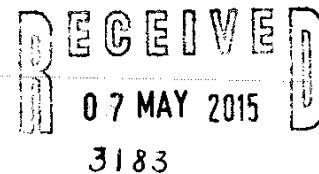


Ward, Jacqueline

From: [Name Irrelevant] [DPA]
Sent: 07 May 2015 11:07
To: HMI Prisons Enquiries
Subject: Brook House and G4S - Complaint



Dear Mr Hardwick,
a patient was brought to Hillingdon Hospital yesterday from Brook House, Gatwick, with an escort provided by G4S.

The patient has been attending the hospital for the last 3 years, whilst staying at either Colnbrook or Harmondsworth.

He was not deemed to be high risk, and was not kept in restraints whilst attending from either of these facilities.

Yesterday when the patient arrived with 3 escorts he was in a secure wrist restraint, and the G4S escorts refused to remove the restraint for medical treatment. They would not even call the centre to speak to a more senior member of staff to review the use of restraints. The 3 escorts also refused to identify themselves when this information was requested.

I have now checked with colleagues in hospitals closer to Brook House who see patients from this facility more frequently than ourselves. It seems to be the case that the use of restraints is the default position, used for all transfers, and not just for isolated high risk individuals. It also seems that repeated requests by medical professionals for restraints to be removed for medical treatment are ignored.

I am fully aware of the Home Office guidance about the use of restraints, and it is quite clear that G4S are routinely and regularly flouting these recommendations.

At the very least this is compromising patient care, and an abuse.

I would be most grateful for this issue to be reviewed, and abusive practices by G4S staff halted.

Many thanks

[Name Irrelevant]

[DPA]

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07/05/2015

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